



Department of the Navy

Fleet Card Program

Agency Program Coordinator (APC) Desk Guide

FC001

Version 1, Change 0
Effective 30 September 2004

Prepared for:

DOD Navy Fleet Card Program
DON Consolidated Card Program Management Division
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*Navy Fleet Card Program
Agency Program Coordinator (APC) Desk Guide*

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- Did you find any errors?
- Is the information clearly presented?
- Do you need more information? If so, where?
- Are the examples correct? Do you need more examples?
- What features did you like most?

If you find any errors or have any other suggestions for improvement, please indicate the document title, chapter, section, and page number (if available). You can send comments to us in the following ways:

- Electronic mail: fleet_card@navsup.navy.mil
- Visit our website: www.don-ebusiness.navsup.navy.mil
- FAX: 717.605.9362 Attn: Fleet Card Desk Guide
- Postal service:

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If you would like a reply, please give your name, address, telephone number and email address.

*Navy Fleet Card Program
Agency Program Coordinator (APC) Desk Guide*

Table of Contents

Send Us Your Comments.....	2
Table of Contents	3
1. Introduction	5
1.1 Purpose.....	5
1.2 Objectives.....	5
1.3 Acronyms, Abbreviations, and Definitions.....	6
2. Agency Program Coordinator.....	7
2.1 Appointment.....	7
2.2 Account Set-up.....	7
2.2.1 Set-up an Account.....	7
2.2.2 Update Contact Information	7
2.3 Hierarchy Set-up	8
3. System Access	9
3.1 Voyager FleetCommander Online (AccountCommander).....	9
3.2 Fuels Automated System (FAS) Enterprise Server (FES)	10
3.3 Voyager FleetCommander – Version 3.1.47 (NMCI approved).....	14
3.3.1 Procedures for requesting FleetCommander on NMCI workstations	14
4. Training.....	16
4.1 Navy Role-Based Training.....	17
4.2 Ethics Training.....	17
4.3 Additional Training Sources	18
4.3.1 DON Fleet Card Instruction 4600.1	18
4.3.2 US Bank “Using Your Voyager Fleet Card” Brochure	18
4.3.3 Fleet Card Role-Based Desk Guide(s).....	18
4.3.4 US Bank / Voyager Guide	18
4.3.5 Card User: Helpful Hints for Fleet Card Use.....	19
4.3.6 Website	20
5. Account Maintenance	21
5.1 Spend / Transaction Limits	22
5.2 Suspension & Reinstatement.....	25
5.3 Expiration / Renewals / Replacements.....	25
5.4 Closure / Reinstatement / Destruction.....	25
5.5 Lost / Stolen Cards	25
6. Controls.....	26
6.1 Develop Internal Operating Procedures (IOP)	26
6.2 Maintenance / Record Retention.....	26
6.2.1 Card User Statement of Understanding (SOU).....	26
6.2.2 Documentation.....	26
6.2.3 Card Inventory	26
6.2.4 Span of Control.....	26

***Navy Fleet Card Program
Agency Program Coordinator (APC) Desk Guide***

6.3	Monitor Usage.....	26
6.3.1	Screen for Fraud, Misuse and Abuse	26
6.4	Reporting.....	27
6.5	Reviews	27
6.5.1	Standard Operating Procedure Delinquencies (non-fuel)	27
6.5.2	Standard Operating Procedure Infrequently Used Cards.....	28
6.5.3	Spend Limits	29
7.	Customer Support	30
7.1	Component Program Management Office	30
7.2	US Bank	30
7.3	Defense Energy Support Center	30

*Navy Fleet Card Program
Agency Program Coordinator (APC) Desk Guide*

1. Introduction

1.1 Purpose

This document provides a detailed checklist on how to perform your duties as listed in the Fleet Card Instruction 4600.1.

Before beginning your duties as an Agency Program Coordinator (APC), there are certain steps that should be taken to ensure you understand the program and your current assignment.

Communications/delegations from our office will be sent to you via your next highest level APC or through the automated email subscription service. You are responsible for passing down communications/guidance from our office to program participants within your command/activity.

1.2 Objectives

When you have finished following the steps in the desk guide, you will:

- Know who we are and how to reach us
- Know where to access guidance on the Fleet Card Program
- Know how to get appointed to manage the Fleet Card Program
- Know how to get access to bank systems
- Know what training is available and where to access it
- Know how to perform account maintenance on Fleet Card accounts
- Know what controls are in place to provide oversight for the Fleet Card Program

***Navy Fleet Card Program
Agency Program Coordinator (APC) Desk Guide***

1.3 Acronyms, Abbreviations, and Definitions

Item	Meaning
AO	Accountable Official
APC	Agency Program Coordinator
CCPMD	Consolidated Card Program Management Division
CPM	Component Program Manager
CST	Central Standard Time
DADMS ID	DON Application & Database Management System
DESC	Defense Energy Support Center
DLA	Defense Logistics Agency
DoD	Department of Defense
DON	Department of the Navy
DSN	Defense Switched Network
FAS	Fuels Automated System
FES	F (Fuels Automated System) Enterprise Server
HL4	Hierarchy Level (4 = Major Commands)
HL5	Hierarchy Level (5 = Regions, TYCOMS, REDCOMS, NAFIs)
HL6	Hierarchy Level (6 = Activities)
IOP	Internal Operating Procedure
ISF ID	Integrated Solutions Framework Identification Number
NAFI	Non-appropriated Fund Instrumentalities
NMCI	Navy Marine Corps Intranet
PIN	Personal Identification Number
POC	Point of Contact
REDCOM	Readiness Command
RFS	Request for Service
RTD	Request to Deploy
SOU	Statement of Understanding
STARS FL	Standardized Accounting & Reporting System - Ashore
TYCOM	Type Commanders
UIC	Unit Identification Code

*Navy Fleet Card Program
Agency Program Coordinator (APC) Desk Guide*

2. Agency Program Coordinator

2.1 Appointment

Your organization's Commanding Officer will appoint an APC via a "Letter of Delegation & Acknowledgement". A sample letter is available in the [Fleet Card Instruction](#) as enclosure 4. Where required, your Commanding Officer may appoint an alternate APC.

As an APC, you are responsible for the overall program execution and management of your organization's Fleet Card program.

Recommended guidelines for the assignment of unit APCs:

- Assignment is for a minimum of 1 year.
- Candidate's rank/grade is E-5/GS-7 or above.
- Candidate is from a transportation, supply, or financial organization. In the case of the Reserve Forces, a training department.
- Consideration should be given to the number of card accounts and the frequency of use when determining if the APC should be assigned for full time duty.
- Candidate is involved in the command's personnel check-in/out processing.
- Candidate must not serve as the organization's Certifying Official. An individual serving as both the AO and the Certifying Official cannot be an APC or alternate APC.

2.2 Account Set-up

Once appointed as an APC, you should establish an account or provide updated point of contact information with the bank and your hierarchy.

2.2.1 Set-up an Account

To set-up a Fleet Card account, complete the [Voyager Application](#) form located at www.don-ebusiness.navsup.navy.mil (click on Fleet Card Program > Bank Guidance > Forms). Fax the completed form to our office 717-605-9362. Your Major Claimant Level (HL4) APC is authorized to approve new accounts. Note: any changes to an account (e.g. line of accounting) must be reported to the bank using this form.

To establish OCONUS accounts and special situations where the US Bank/Voyager Card is not accepted, a US Bank/Visa Card is available. For more information, contact Dave Williams by phone at 1-800-987-6591 or via email at Dave.Williams@usbank.com.

2.2.2 Update Contact Information

In order to maintain accurate records, it is your responsibility to contact the bank at voyagerfederal@usbank.com with updated contact details. This includes the contact information for all program participants on your account (excluding card users). You must also provide this information to your next highest level APC.

***Navy Fleet Card Program
Agency Program Coordinator (APC) Desk Guide***

2.3 Hierarchy Set-up

Contact your next higher-level APC to establish yourself as your hierarchy's point of contact. This information can be obtained by contacting your Hierarchy Level 4 APC or by contacting our office at 717-605-5928 or DSN 430-5928 for assistance.

The following information about your hierarchy must be provided to the bank:

- Primary account POC (also known as the HL6 APC) full name, phone, DSN, FAX and email;
- Mailing address of account, activity name, DODAAC (UIC and/or Supplemental UIC), Fund Code, Signal Code, JON or LOA;
- Alternate APCs full name, phone and email;
- Accountable Officials full name, phone and email;
- Certifying Officials full name, phone and email;
- Transportation Coordinators (if applicable) full name, phone and email;
- Billing details should include full mailing address, billing point of contact, full name, phone number, and email address (receipt of invoices for payment purposes if different from mailing details).

*Navy Fleet Card Program
Agency Program Coordinator (APC) Desk Guide*

3. System Access

Once an account is established and/or updated, and you've established yourself as your hierarchy's/activities point of contact, you will need to obtain access to all of the systems (bank and government) to manage and maintain your accounts. It is recommended that you receive system access for the systems listed below. US Bank/Voyager and DESC provide training on these systems.

- Voyager FleetCommander On-Line Suite
- Fuels Automated System (FAS) Enterprise Server (FES)
- Voyager FleetCommander

While you wait for access to these systems, you will need to receive training on the Fleet Card program. Navy specific training is available at www.don-ebusiness.navsup.navy.mil. Go to the Training tab to access the role-based training.

3.1 Voyager FleetCommander Online (AccountCommander)

AccountCommander is a web-based, real-time connection to the Voyager system that allows you to conduct daily operation for the program. You can request new cards, cancel lost cards, update addresses, change authorization limits, and modify vehicle/driver information as needed. It is intended for APCs and Certifying Officials (with the proper security clearance) to review account details and transactions.

To request access you can either: go to the website www.fleetcommanderonline.com and click on the “[To register for online account management click here](#)” link; or complete the [Voyager Account Maintenance Enrollment](#) form located on our website at www.don-ebusiness.navsup.navy.mil under the Bank Guidance tab.

To gain access to this site, you must be identified as a point of contact for your account(s). This can be done by contacting US Bank via email at voyagerfederal@usbank.com and requesting the change. Make sure to notify our office and your hierarchy of the change. You will receive notification via email when your account has been created.

Once you receive your account information (Login ID and password), you can log into FleetCommander Online ([AccountCommander](#)). Once you log in, the Main Menu will appear on the left of your screen with the following options (Figure 1):

- Logout: Log out from AccountCommander.
- Change My Password: Users can change their AccountCommander password. Passwords must be between - and 16 characters long, and contain at least one number, one lowercase letter, and one uppercase letter.
- Merchant Locations: Locate merchants that accept the Fleet Card.
- Manual: View the AccountCommander online user manual.

***Navy Fleet Card Program
Agency Program Coordinator (APC) Desk Guide***

- Manual – Print Version: Printer-friendly version of the online AccountCommander user manual.
- Support: Information on how to contact the Voyager Software support team.
- Account Lookup: Look up accounts by Account ID or Name.

Refer to Chapter 5 for more details regarding utilizing this tool to perform account maintenance.

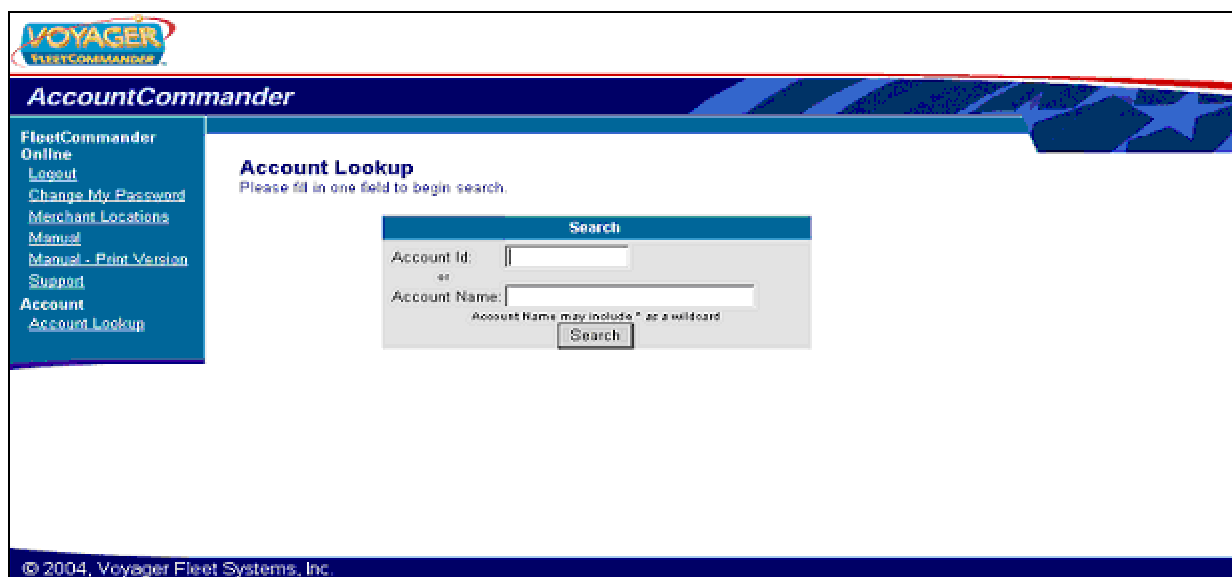


Figure 1: Account Commander Main Menu

3.2 Fuels Automated System (FAS) Enterprise Server (FES)

FES (FAS Enterprise Server), also referred to as the "Purple Hub", is a web-based environment that collects, routes, and reports transactions among bases, contractors, DESC, DFAS, and other entities. This database should be used when posting obligations. Authorized users can access login to FES at <https://www.feshub.desc.dla.mil>.

It is intended for Accountable Officials and Certifying Officials (with the proper security clearance) to review and challenge transactions, query and run reports, and download transactions to STARS FL. Access to this system for APCs is not mandatory.

A presentation of the [FAS Enterprise Server \(FES\) functionalities](#) with notes on how to use this system is available on our website under the Training tab.

DD Form 2875, *System Authorization Access Request (SAAR)* must be submitted to DESC to receive authorization to the system. The form can be downloaded from <http://www.dior.whs.mil/forms/DD2875.pdf>. For assistance, contact the FAS Naval Service Representatives via email at helpdesk@desc.dla.mil.

*Navy Fleet Card Program
Agency Program Coordinator (APC) Desk Guide*

Once you receive your account information (Login ID and password), you can log into <https://www.feshub.desc.dla.mil>. Go to the “Customer Log-in View” page (Figure 2) and click on “Login”.

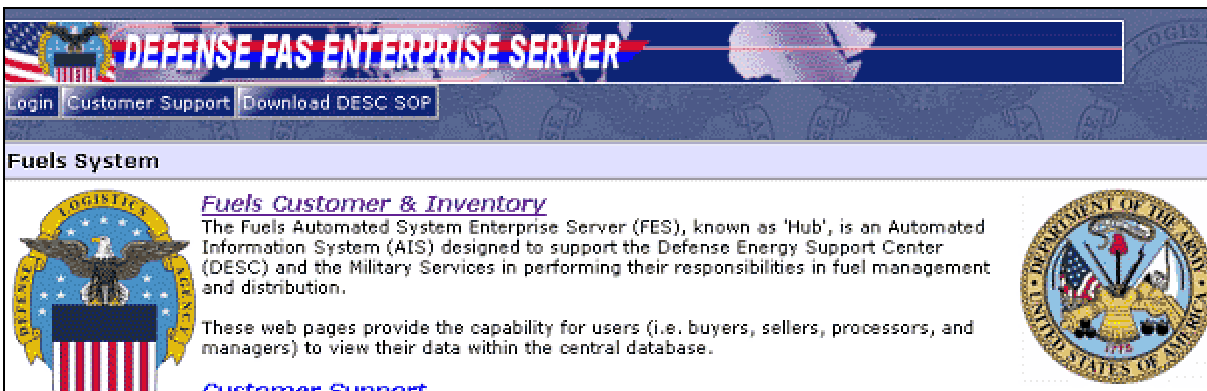


Figure 2: Customer Login View

Once you log in, you will be taken to the FES User Account Menu screen (Figure 3). You will have the following options:

- Buyer Information - Perform review and challenge functions.
- Utilities - Download account information and create reports.
- STARS-FL - Download financial obligation data.



Figure 3: FES User Account Menu Screen

Clicking on “STARS-FL” will take you to the Obligation File Menu screen (Figure 4). Click on Preview STARS-FL File to preview obligation data file.

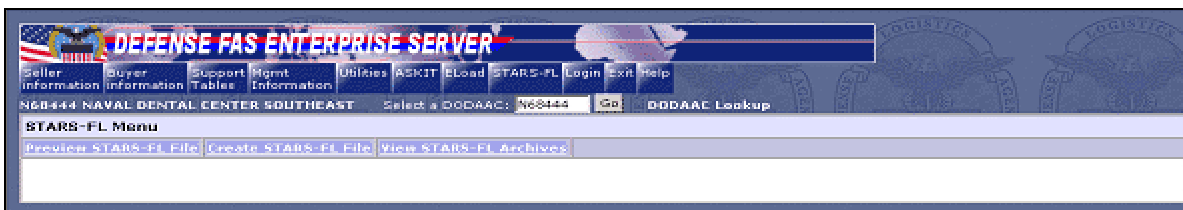


Figure 4: STARS-FL “Obligation File Menu” Screen

*Navy Fleet Card Program
Agency Program Coordinator (APC) Desk Guide*

The obligations file preview screen (Figure 5) shows the data elements captured by the STARS-FL obligation download. Click on “Create STARS-FL File” to complete a STARS-FL obligation data download.

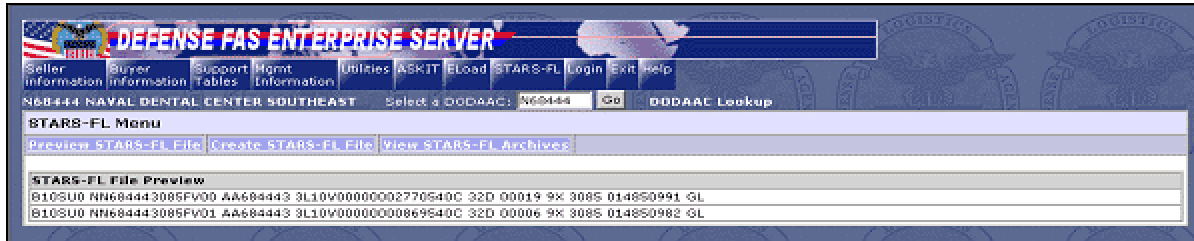


Figure 5: STARS-FL “Obligation File Preview” Screen

Figure 6 is the directory for STARS-FL “Obligation File Download” files. Click on the file hyperlink to open and save the obligation file to a disk or to the PC hard drive.

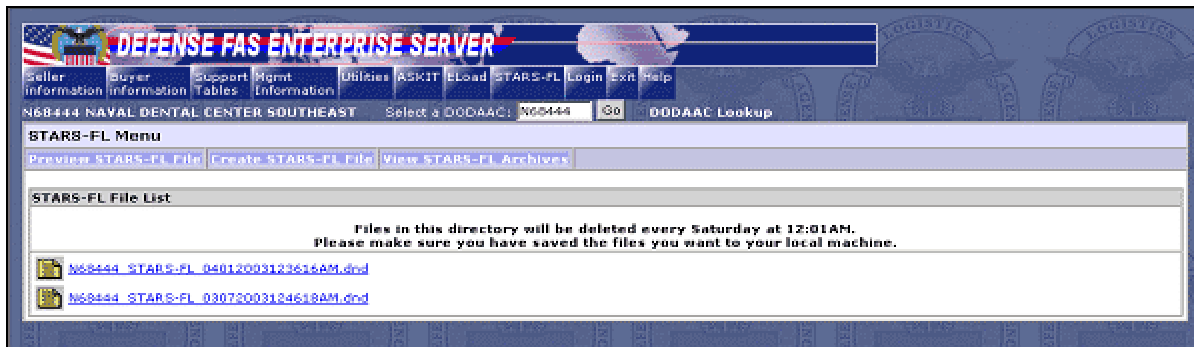


Figure 6: STARS-FL “Obligation File Download” Screen

When the “Save As” window (Figure 7) appears, select the appropriate file directory or drive that you want the file saved to. Then name the file and click the “Save” button.

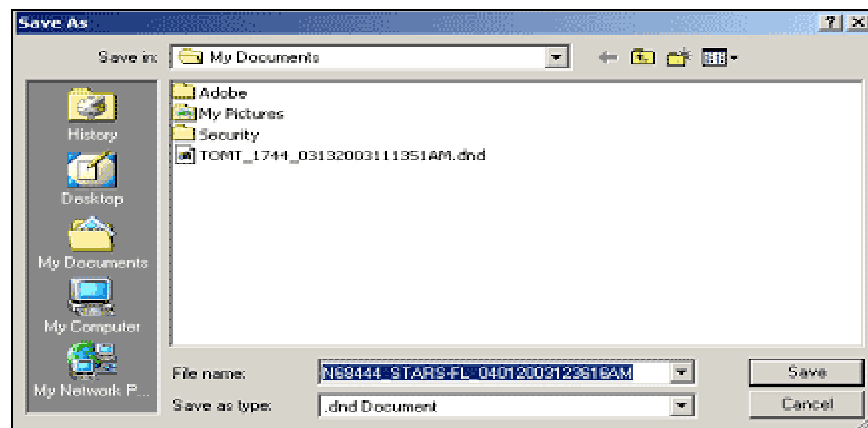
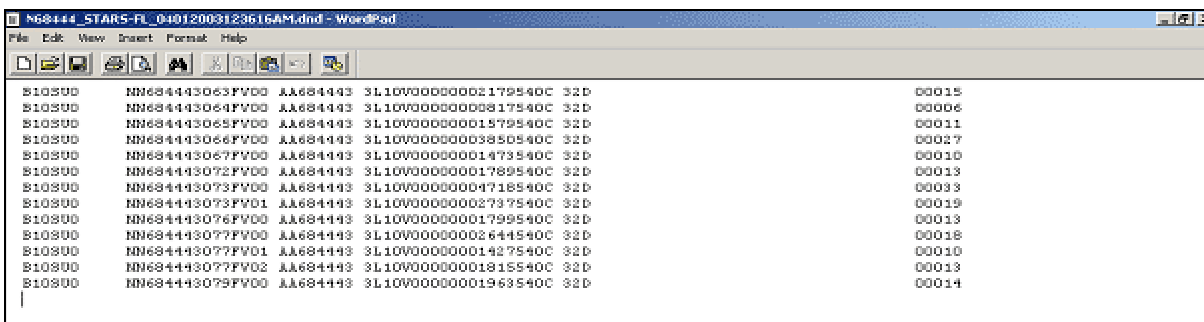


Figure 7: Saving an Obligation File

Navy Fleet Card Program Agency Program Coordinator (APC) Desk Guide

Figure 8 shows the saved “Obligation text file” opened in WordPad for viewing. Upload the STARS-FL file to the appropriate financial system for STARS-FL.



Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7
S10300	NN684443063FY00	AA684443	3L10V000000002179540C	32D		00015
S10300	NN684443064FY00	AA684443	3L10V000000000817540C	32D		00006
S10300	NN684443065FY00	AA684443	3L10V000000001579540C	32D		00011
S10300	NN684443066FY00	AA684443	3L10V000000003850540C	32D		00027
S10300	NN684443067FY00	AA684443	3L10V000000001473540C	32D		00010
S10300	NN684443072FY00	AA684443	3L10V000000001789540C	32D		00013
S10300	NN684443073FY00	AA684443	3L10V000000004718540C	32D		00033
S10300	NN684443073FY01	AA684443	3L10V000000002737540C	32D		00019
S10300	NN684443076FY00	AA684443	3L10V000000001799540C	32D		00013
S10300	NN684443077FY00	AA684443	3L10V000000002644540C	32D		00018
S10300	NN684443077FY01	AA684443	3L10V000000001427540C	32D		00010
S10300	NN684443077FY02	AA684443	3L10V000000001815540C	32D		00013
S10300	NN684443079FY00	AA684443	3L10V000000001963540C	32D		00014

Figure 8: Obligation text file

FES User Documentation provides instructions on how to use the FES “Buyer Information” and “Utilities” functions. Refer to the Base Level User Guide (Coach Page) at the DESC Web Page <https://www.desc.dla.mil>.

Figure 9 shows the DESC Web page for User Documentation. Click on the Fuels Control Center FAS Enterprise Server hyperlink to open FES user documentation.



Figure 9: DESC Web site

Navy Fleet Card Program
Agency Program Coordinator (APC) Desk Guide

Figure 10 shows the Coach user document index. Click on one of the links on the left of the screen to open a user document.



Figure 10: Coach index for user documentation

3.3 Voyager FleetCommander – Version 3.1.47 (NMCI approved)

Voyager FleetCommander is a Windows compatible program that allows users to import and view Voyager data. It allows APCs (with the proper security clearance) to view exceptions reports, detailed graphs, summary reports and delete excess account data from the database.

Complete the [*Voyager FleetCommander Enrollment Form*](#) located at www.don-ebusiness.navsup.navy.mil (click on Fleet Card Program > Bank Guidance > Forms to request access to this application). US Bank/Voyager will provide transaction details via FleetCommander Online at the end of 2004. You may choose to wait for this version before requesting this application be loaded onto your computer.

The [FleetCommander manual](#) is also available on our website. It provides detailed procedures on accessing the data and using the tool to screen for fraud, misuse and abuse.

3.3.1 Procedures for requesting FleetCommander on NMCI workstations

This application has been approved by NMCI and is available for authorized users. You will need to contact your site NMCI center and:

1. Verify "FCDR" (FleetCommander) is in the Integrated Solutions Framework (ISF) Tool to ensure it is on the rationalized list.
2. Update the "User To Application Map" list (UTAM).
3. Inquire whether a MAC request will be required.
4. Contact the NMCI Helpdesk at 866-843-6624 and provide the following information:

*Navy Fleet Card Program
Agency Program Coordinator (APC) Desk Guide*

FleetCommander Version:	3.1.47
RFS#:	36753
Instance Name:	L_FLEETCMD_3147_W2K
ISF ID:	95338
DADMS ID:	28263
Status:	Allowed with Restrictions

ISF Tools and DADMS both reflect the status of Allowed with Restrictions.

Note: This software will be replaced in Phase 2 of the Voyager FleetCommander On-Line Suite, which is scheduled for release in December 2004.

*Navy Fleet Card Program
Agency Program Coordinator (APC) Desk Guide*

4. Training

For the Fleet Card program to operate smoothly, all participants must be trained on the proper use of the card as well as on policy that affects the program. Training resources (Figure 11) are available on our website.

Understanding the purpose of each training resource will enable you to select the appropriate training for you and the participants within your span of control. All APCs, AOs, Certifying Officials, and Card Users must receive initial training , annual refresher training, and ethics training.

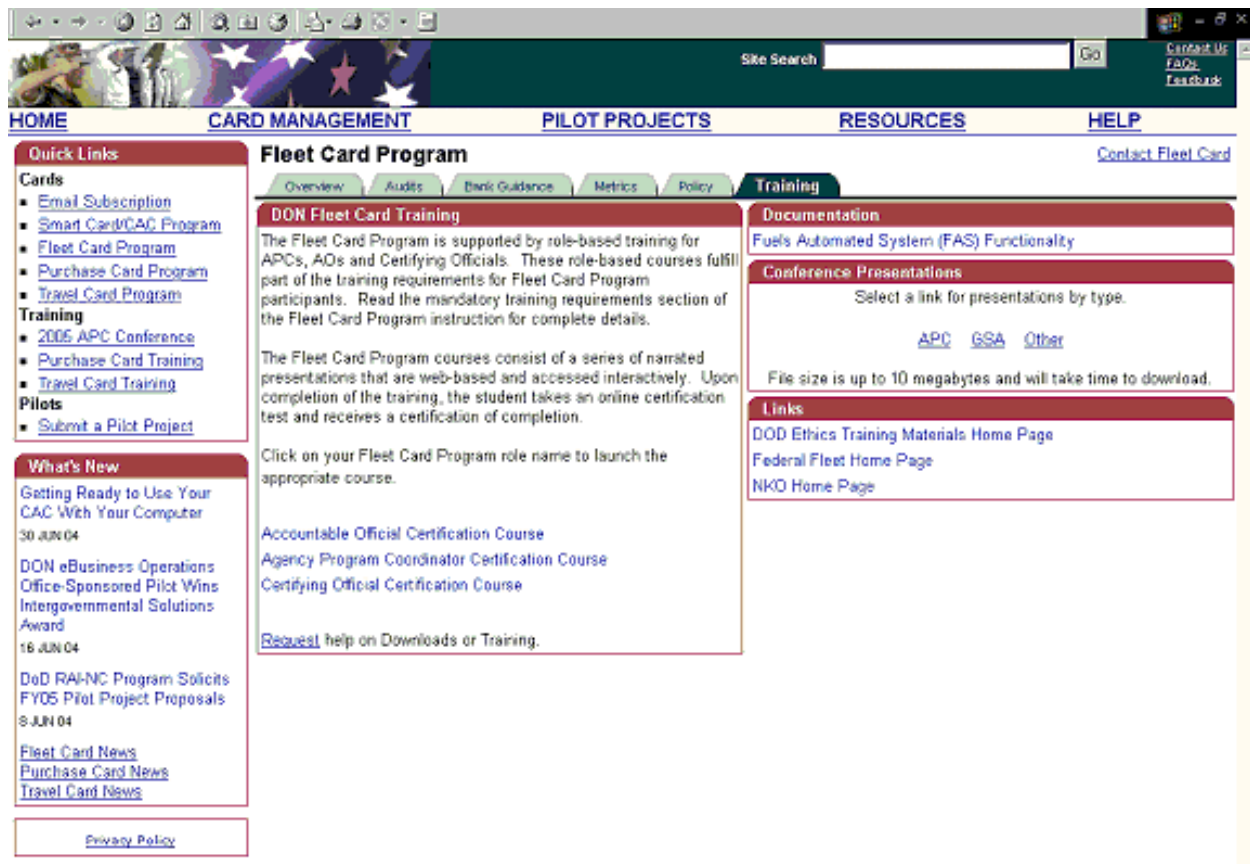


Figure 11: Fleet Card Program Training Website

Navy Fleet Card Program
Agency Program Coordinator (APC) Desk Guide

4.1 Navy Role-Based Training

Each course is divided into 7 lessons and concludes with a role-specific certification test. The lessons are defined as:

- Lesson 1: Introduction - The *Introduction* lesson provides an overview of the Fleet Card Program, including its purpose and benefits.
- Lesson 2: General Policies and Procedures - The *General Policies and Procedures* lesson introduces the policies and procedures that govern the issuance and use of Fleet Cards.
- Lesson 3: Discusses the responsibilities of various Fleet Card roles (APC, AO, Certifying Official). This lesson's content is specific to the role on which the course is based.
- Lesson 4: Establish Management Controls - The *Establish Management Controls* lesson presents Commanding Officers and APCs the minimum requirements necessary to establish controls for operation, management and oversight of local Fleet Card programs.
- Lesson 5: Developing an Internal Operating Procedure (IOP) - The *Developing an Internal Operating Procedure* lesson discusses the need for developing written IOPs to appropriately manage and operate the local Fleet Card Program. This lesson covers minimal local controls and/or processes.
- Lesson 6: Disciplinary Guidelines - The *Disciplinary Guidelines* lesson presents general guidance for applying restrictions, sanctions and punishments in cases of fraud, misuse and/or abuse of the Fleet Card program.
- Lesson 7: Training Requirements - The *Training Requirements* lesson defines the training requirements for the Fleet Card Program.

The role-based training courses for the Navy Fleet Card Program are mandatory, and are available on our website under the Training tab for the Fleet Card Program. All Fleet Card Program participants are expected to complete their training by 31 DEC 04.

4.2 Ethics Training

DoD provides a web-based tutorial for annual Ethics Training at www.defenselink.mil. This training is mandatory and required annually for all program participants.

*Navy Fleet Card Program
Agency Program Coordinator (APC) Desk Guide*

4.3 Additional Training Sources

4.3.1 DON Fleet Card Instruction 4600.1

This instruction provides Navy policies and procedures for the operation and management of the DoD Fleet Credit Card Program, hereinafter referred to as the Fleet Card. It is supplementary to DoD Directive 4140.25-M, Volume II, Chapter 16, DoD Management of Bulk Petroleum Products, Natural Gas, and Coal Acquisition and Technology.

Detailed procedural information on daily operations can be found in the Fleet Card role-based desk guides scheduled for publication in OCT04. All Navy users of the Fleet Card Instruction should be aware that this instruction and all its components (e.g., desk guides) have the force and effect of Navy regulations.

4.3.2 US Bank “Using Your Voyager Fleet Card” Brochure

This [brochure](#) provides the Card User with general guidelines on how to use the card at commercial service stations. Fuel locations are also listed on the brochure so that the Card User knows where to fuel their vehicle.

This brochure is intended for all Card Users and can be obtained by requesting a supply from Voyager Client Services at voyagerfederal@usbank.com to receive a supply for on hand inventories.

Your role as an APC is to provide this brochure along with the Card User’s Statement of Understanding, Card User: Helpful Hints for Fleet Card Use booklet when issuing a Voyager Fleet Card.

4.3.3 Fleet Card Role-Based Desk Guide(s)

The role-based desk guides are useful tools that provide procedural details on how to perform duties and is supplemental to the instruction and local command policies. The desk guides are written for APCs, AOs, and Certifying Officials and will be available on our website under the Policy tab.

4.3.4 US Bank / Voyager Guide

This [bank provided guide](#) is a valuable tool for managing the operating expenses of fleet vehicles. This guide is intended for all APCs, AOs and Certifying Officials and can be found on our website at www.don-ebusiness.navsup.navy.mil under the Bank Guidance tab. This guide is supplemental guidance provided by US Bank and is not mandatory, but highly recommended reading material.

Navy Fleet Card Program Agency Program Coordinator (APC) Desk Guide

4.3.5 Card User: Helpful Hints for Fleet Card Use

The *Helpful Hints for Fleet Card Use* booklet is to be provided to all Fleet Card Program Card Users by the activity APC. The APC is to ensure that the Card User is aware of their responsibilities when using the Fleet Card to purchase fuel and service. It is recommended that you develop and maintain a list of all card users who have received the booklet and have signed the Statement of Understanding, as this constitutes training for this program participant.

This booklet is under development and will be available on our website under the Training tab by December 2004. A sample of what you can expect to see is displayed in Figure 12.



<div style="text-align: center;">  <p>Department of the Navy</p> </div> <hr style="border: 2px solid blue;"/> <p style="text-align: center;">How to reach us</p> <p>For additional information, visit our website: www.don-ebusiness.navsup.navy.mil</p> <p>Or send us a message: Fleet_Card@navsup.navy.mil</p>	 <p style="text-align: center;">Helpful Hints For Fleet Card Use</p>	<div style="border: 1px solid black; height: 100px; margin-bottom: 5px;"></div> <p style="font-size: small; text-align: center;">[this space is blank as it is intended to be used to hold the card similar to a pocket holder]</p>	<p style="text-align: center;">DOD Navy Fleet Charge Card</p> <p>In accordance with the DON Fleet Card Instruction 4600.1, the government fleet card is available for the authorized purchase of fuel, maintenance, repair and authorized emergency roadside assistance services of government owned/leased motor vehicles.</p> <p>Fleet Cards may be used not only for cars, trucks and forklifts, but also boats, tugs or barges as authorized by the activity. They may also be used to purchase fuel for vehicles that are leased under the General Services Administration (GSA) "Dry" Lease contract (GSA vehicles that do not come with a fuel credit card). Premium and special unleaded fuel is strictly prohibited unless required by the vehicle manufacturer. The Fleet Card is not authorized to obtain aviation fuel.</p> <p>This booklet is intended as a quick reference for "Dos and Don'ts" to using your fleet card. It also provides helpful information about the card.</p>
<p style="text-align: center;">Card User Responsibilities: <u>DOs</u></p> <p>You are personally responsible for each transaction made while using the fleet card and must comply with all Navy and local regulations and procedures.</p> <p>DO use the card for official government use only.</p> <p>DO sign a Statement of Understanding prior to receipt of the card.</p> <p>DO keep card in a safe and secure place.</p> <p>DO purchase any of the following fuel types: gasoline, regular unleaded, diesel/diesel marine fuel, propane, and liquefied petroleum gas (LPG) including compressed natural gas (CNG), ethanol and methanol, E85, and bio-diesels.</p> <p>DO use the card ethically.</p> <p>DO immediately report a lost or stolen card to your APC or Transportation Coordinator.</p> <p>DO notify APC immediately concerning disputes or questionable coding errors (e.g. an oil change is displayed as a food purchase).</p>	<p style="text-align: center;">Card User Responsibilities: <u>DOs</u></p> <p>DO return your card to your APC or Transportation Coordinator when your need for it has expired, or if you transfer or retire.</p> <p>DO observe spend limits on purchases.</p> <p>DO observe prompts for PIN and odometer reading.</p> <p>DO understand that misuse of the card could result in disciplinary actions.</p> <p>DO contact your APC with any questions regarding card use.</p> <p>DO verify all information listed on receipt at the time of sale prior to signing.</p> <p>DO use self service pumps whenever available.</p>	<p style="text-align: center;">Card User Responsibilities: <u>DON'Ts</u></p> <p>DON'T use the card unless you are Navy military or civilian personnel.</p> <p>DON'T let anyone other than yourself use the card.</p> <p>DON'T use the card to purchase food, beverages, cigarettes or other unauthorized items.</p> <p>DON'T use the card to purchase high octane or special unleaded fuel.</p> <p>DON'T use the card to purchase car wash/detailing services unless authorized by your command.</p> <p>DON'T use the card to purchase fuel for a non-government owned/leased vehicle.</p> <p>DON'T use the card for personal use.</p> <p>DON'T use the card to purchase oil, fluids and other maintenance/repairs unless authorized by your command.</p> <p>DON'T request cash refunds.</p> <p>DON'T use fleet card on weekends/holidays when not in 'work status'.</p> <p>DON'T make changes/additions to service station receipts.</p>	<p style="text-align: center;">Important Contacts</p> <p>Write the name, phone number, and email address of your APC or Transportation Coordinator here. Contact them if you have any questions regarding your card.</p> <p>Name: _____</p> <p>Phone: _____</p> <p>Email: _____</p> <p>_____</p> <p>Voyager Client Services: 888-785-1735</p> <p>Roadside Assistance: 888-659-4524</p>

Figure 12: Helpful Hints for Fleet Card Use

Navy Fleet Card Program Agency Program Coordinator (APC) Desk Guide

4.3.6 Website

The DON Consolidated Card Program Management Division website (www.don-ebusiness.navsup.navy.mil) provides the Fleet Card Program participants with the latest documentation, links, and training materials available. The Fleet Card Program area (Figure 13) is laid out similarly to the other Financial Card programs and contains tabs for single click access to program material such as: Overview, Audit, Bank Guidance, Metrics, Policy and Training.

The *Overview* section provides participants with program announcements. The *Audits* section provides forms, documentation and links for program participants. The *Bank Guidance* section provides forms, documentation, and links that are specific to US Bank/Voyager. The *Metrics* section provides monthly statistics for the program. The *Policy* section provides the Instruction, Desk Guides, Periodic Notices, and links that are specific to the program. The *Training* section provides the user's access to the materials available from our office for the program.

The *Email Subscription* service is an added feature of the website that allows all program participants to receive automated updates sent from our office. Detailed procedures are available in [FCPN FY04 #12 Email Subscription Service, 16 SEP 04](#) located on our website under the Policy tab.



Figure 13: Fleet Card Program Website

*Navy Fleet Card Program
Agency Program Coordinator (APC) Desk Guide*

5. Account Maintenance

Cards may be set-up based upon your requirements by Driver, Agency or Vehicle. Procedures to do so are available in the [AccountCommander manual](#) located online for all authorized users at: <https://www.fleetcommanderonline.com/Fleet/login.aspx>. This manual provides detailed procedures on how to log on and off, view accounts, find account addresses, and maintain accounts, vehicles, and drivers.

VOYAGER FLEETCOMMANDER

FleetCommander

FleetCommander Online
[Contact Information](#)
[Registration](#)
[Login](#)

Welcome To Voyager FleetCommander Online

Please Sign In:

Login:

Password:

Login and Password are case sensitive

[To register for online account management click here.](#)

Welcome to FleetCommander Online!

U.S. Bank Voyager Fleet Systems Inc. welcomes you to FleetCommander Online, a web-based fuel management program designed to provide you with complete access to monitor your Voyager account online. FleetCommander Online is an unparalleled tool that allows you to easily observe your fleet and gives you the information you need to successfully manage your account.

FleetCommander Online gives your company complete around-the-clock access to your company's data. With FleetCommander Online, you will be able to browse your account at any time to update and track vital information about your account, add drivers and vehicles, issue replacement cards and more all conveniently online.

If you currently are not a FleetCommander Online user, and would like more information, please visit <http://www.voyagerfleet.com>.

© 2004, Voyager Fleet Systems, Inc.

Figure 14: Voyager FleetCommander Online "Log On" Screen

*Navy Fleet Card Program
Agency Program Coordinator (APC) Desk Guide*

5.1 Spend / Transaction Limits

On occasion, it may be necessary to change the authorization controls for an account or an individual card. You are the only individual authorized to make changes to the limits on an account. This can be done via AccountCommander or by contacting the Voyager Client Services Center at 888-785-1735 for increases under \$3,000. All increases greater than \$3,000 are temporary, and require justification to our office. To request such an increase, contact our office at (717) 605-9367 or DSN 430-9367. All changes to the spend limits are effective immediately but will take up to 2 hours to be available electronically.

The next three images (Figures 15, 16, and 17) provide a snap shot of the areas in which you will have visibility within the web-based tool. To edit spend/transaction limits on each card click on “Edit a Card” under the Maintain Cards menu. You will be able to see the “Card Information” and “Card Address” details for this card.

VOYAGER FLEETCOMMANDER

AccountCommander

Logout
Change My Password
Merchant Locations
Manual
Manual - Print Version
Support

ACCOUNT LOOKUP
ACCOUNT DETAILS
TRANSACTION DETAILS

Maintain Cards
View a Card
Create a Card + Vehicle
Create a Card + Driver
Create a Card Un-Tied
Cancel a Card
Lost/Stolen Card
Replace a Card
Edit a Card
Maintain Vehicles

You are on account.

Edit a Card
Note: Fields in red are required.

Edit Another Card Card ID:

Card Information *Card Information: This section provides the status of the card (active, suspended, etc). It also lets you know how much has been purchased in the current monthly cycle.*

Card ID	
Card Status	Status Date
Issue Status	
Purchases This Month \$	

Card Addresses *Card Addresses: This section shows the mailing address of the APC on the account. It is important to keep this information current.*

Address ID	
Company Name	
ATTN	
Street	
City, State, Zip	
Business Phone	

Figure 15: Voyager FleetCommander Online “Edit a Card” Screen

Navy Fleet Card Program
Agency Program Coordinator (APC) Desk Guide

Vehicle Information *Vehicle Information: This section shows the details of the card if setup and maintained by vehicle.*

Vehicle License is embossed on your card. Changing this field will cause the issuance of a new card.

Vehicle ID _____
Vehicle Status _____ Status Date _____
License Number _____
State **No State Selected** ▼
VIN _____
Vehicle Description _____

Card Organizations *Card Organizations: This section shows the hierarchy of the account.*

Organization Lookup 🔍

Level 1	100000138	FEDERAL GOVT US BANK
Level 2	200008983	DOD-GS23F-98002/UA01 8983
Level 3	300012781	NAVY
Level 4		
Level 5		
Level 6		
Level 7		

User Codes *User Codes: This section shows the DODAAC, Fund Code, Signal Code and any supplementary Billing codes for the account.*

Code 1 _____
Code 2 _____
Code 3 _____
Code 4 _____
Code 5 _____

Special Embossing *Special Embossing: This section identifies if special embossing was requested for this card. If this changes and new card will be issued.*

☐ Use Special Embossing

Figure 16: Voyager FleetCommander Online “Edit a Card” Screen (continued)

Vehicle Information - provides additional detail on this particular card. You can modify the License Number, VIN and Vehicle Description.

Card Organizations – account’s hierarchy information.

User Codes - identification and billing information for the account. DO NOT EDIT THESE FIELDS.

Special Embossing - lets the bank know that command specific information is printed on the card. If changed, a new card will be issued.

Navy Fleet Card Program Agency Program Coordinator (APC) Desk Guide

Card Prompts

Card Prompts: This section provides the detail of what is needed to process the fuel purchase and what can be purchased.

Warning: Changing any prompt with the exception of the Type of ID will issue a new card.

☐ Prompt for Driver
☒ Prompt for PIN
☐ Prompt for Odometer
☒ Fuel and Other
☐ Fuel Only

A2: ALL FUEL
 A6: UNLEADED FUELS
 A7: ALL GALLON FUELS
 A8: ALL ALTERNATE FUELS
 B1: ALL FUELS & LPG
 B2: UNLEADED FUELS & DSL
 D0: DIESEL
 D1: 5.7% UNLEADED BLEND
 D2: 7.7% UNLEADED BLEND
 D3: 10% UNLEADED BLEND
 D4: 5.7% UNLD PLUS BLEND
 D5: 7.7% UNLD PLUS BLEND
 D6: 10% UNLD PLUS BLEND
 D7: 5.7% UNLD SUPER BLEND
 D8: 7.7% UNLD SUPER BLEND
 D9: 10% UNLD SUPER BLEND
 E1: UNLEADED
 E2: UNLEADED PLUS
 E4: SUPER UNLEADED
 E5: DIESEL
 E6: AVIATION
 E7: JET FUEL
 E8: MARINE
 E9: FUEL ADDITIVES
 F0: PROPANE
 F1: NATURAL GAS
 F2: METHANOL
 F3: ETHANOL
 F4: KEROSENE
 F5: 10% GASOHOL
 F6: 7.7% GASOHOL
 F7: 5.7% GASOHOL
 G0: WHITE GAS
 G9: COMPR NAT GAS (LNG)
 H0: DUAL PROPANE/LNG
 H1: WIDE NOZZLE UNLEADED
 H2: SPECIAL MTR FUEL LPG
 H3: OTHER FUEL
 H4: M85
 H5: DIESEL WITHOUT TAX
 H6: E85
 H7: LNG
 H8: UNLEAD WITHOUT TAX

Card Limits

Card Limits: This section provides the ability to modify the limits for each card.

Empty card limits will not enforce any restrictions.

Transactions Per Day
 Dollars Per Mo.
 Transactions Per Mo.

☐ Hard ☒ Soft
☒ Hard ☐ Soft
☐ Hard ☒ Soft

Fuel / Product Exceptions

Fuel/Product Exceptions: This section provides the ability to limit the type of fuel authorized for each card.

Valid Product 1
 Valid Product 2
 Units Per Gallon
 Units Of Measure

Capacity
 Capacity
 % Variance

Card Purchase Exceptions

Card Purchase Exceptions: This section provides the ability to limit when the purchases can be made for each card.

Valid Days
 Valid Times : AM to : AM
☒ May use card at any time

Figure 17: Voyager FleetCommander Online “Edit a Card” Screen (continued)

Card Prompts provides added security measures in the event that this card is compromised. All cards are to have a unique PIN and you can define what it is by entering the 6-digit number in the space provided. Another security and data-mining measure is for the card user to be prompted to enter the odometer reading for the vehicle. You can also select added restrictions for purchases for “Fuel Only” or “Fuel and Other”.

Card Limits allows the APC to type in the allowable transactions per day (1-99). It is the responsibility of the APC to ensure that no limits are “un-limited”. The Navy default daily transaction swipe is set to 3 with a Soft decline (which means that one more swipe is allowed but verified by contacting Voyager Client Services). The Navy default for all Dollars per month is \$1000 but may be raised **temporarily** to \$3000 to meet mission requirements with written approval by our office. Justification and the time frame of the increase must be submitted to our office with the approval request. The monthly spend limits for the Navy are set to Hard to ensure that no one will exceed their authorized limits without obtaining approval.

Fuel/Product Exceptions allows the APC to place additional limitations to the type of fuel purchased on each card.

Card Purchase Exceptions allows the APC to place limitations on cards so that purchases occur during authorized time frames.

Navy Fleet Card Program
Agency Program Coordinator (APC) Desk Guide

5.2 Suspension & Reinstatement

An account that is 121 days or more past due on their bill, will be automatically suspended. Voyager mails a letter to the activity stating that the account has been suspended. No additional purchases are authorized on the account until it has been paid in full. Only DESC, our office, or the designated APC may request that the issuing bank suspend accounts. Suspended accounts may be reactivated by contacting our office.

5.3 Expiration / Renewals / Replacements

Approximately sixty days before the expiration of the card (all cards issued on the account have the same expiration date) the bank will send renewal cards to the mailing address listed for each account. A report will be generated 30 days before the new cards are sent to the customer and any cards that have not been used in the past 60 days will be cancelled. This is why it is important for all APCs to keep their point of contact information up to date with the bank, their hierarchy and our office.

In the event that a card needs to be replaced (e.g. the magnetic strip is damaged), you will need to make the request using AccountCommander or by contacting Voyager Client Services. Cards are sent via postal mail within 5-10 business days unless you request them to be sent overnight (within 24-48 hours). Once replaced, the damaged card should be completely destroyed to prevent any possible misuse.

5.4 Closure / Reinstatement / Destruction

Any active card can be closed by the account APC by using AccountCommander or Voyager Client Services. To re-instate cards, send the request to US Bank via email at voyagerfederal@usbank.com. Accounts can be cancelled at any time by sending the request to our office or to voyagerfederal@usbank.com. An acceptable form of destruction of a Voyager Fleet Card is to cut it up with scissors and record the action in your inventory log.

5.5 Lost / Stolen Cards

Lost and/or stolen cards need to be reported to you immediately. You are to contact the bank and have the card cancelled or use AccountCommander to perform this function yourself. The bank will cancel the card immediately so that additional charges cannot be made. A new card can be issued to replace the lost/stolen card.

*Navy Fleet Card Program
Agency Program Coordinator (APC) Desk Guide*

6. Controls

6.1 Develop Internal Operating Procedures (IOP)

Develop a written IOP to manage and operate the local Fleet Card Program. A sample template for the IOP is available on our website on the Overview tab. At a minimum the IOP shall establish local controls and/or processes as defined in the Fleet Card Instruction.

6.2 Maintenance / Record Retention

6.2.1 Card User Statement of Understanding (SOU)

APCs shall maintain copies of signed SOUs for a minimum of 3 years.

6.2.2 Documentation

Written documentation, including special approvals, shall be maintained as an audit trail. A Fleet Card log must be established and maintained. At a minimum this log will contain the information shown in enclosure (5) of the Fleet Card Instruction.

6.2.3 Card Inventory

All Fleet Cards are to be kept under lock and key when not in use. Cards are to be properly inventoried semi-annually (at a minimum).

6.2.4 Span of Control

Any one person (APC, Alternate APC, Transportation Coordinator and/or Certifying Official) per account should not manage or certify more than 2,000 transactions per month. For example: If an account has an average of 6,000 transactions per month, the primary APC may delegate it down to the alternate APC and to the Transportation Coordinator so that each would not exceed 2,000 transactions per month (e.g. APC = 2,000 transactions; Alternate APC = 2,000 transactions; and Transportation Coordinator = 2,000 transactions, totaling 6,000 transactions for this account.) Considerations must be taken into account regarding the number of cards on an account including the total number of transactions per card.

6.3 Monitor Usage

6.3.1 Screen for Fraud, Misuse and Abuse

You have the ability to view transaction details in AccountCommander. It is recommended to run the “Transaction Details” summary on a routine basis to screen for unauthorized purchases as defined by the Fleet Card Instruction. Figure 18 provides an example of the report that is generated.

Navy Fleet Card Program
Agency Program Coordinator (APC) Desk Guide

	A	B	C	G	H	I	J	K	L
1	Card ID	Date	Vendor	Product	Qty	Amount	Tax Exempt	Prompt Id	Odom
2	400003	7/11/2004 15:33	CG: CITGO PETROLEUM CORP	UNLD: UNLEADED	20	\$32.12	\$0.00	#####	0
3	400003	7/17/2004 13:34	CG: CITGO PETROLEUM CORP	UNLD: UNLEADED	30.5	\$60.00	\$0.00	#####	0
4	400003	7/22/2004 13:04	CG: CITGO PETROLEUM CORP	UNLD: UNLEADED	18.2	\$30.00	\$0.00	#####	0
5	400003	7/24/2004 15:25	IN: EFS NATIONAL BANK	UNLD: UNLEADED PLUS	14.2	\$26.00	\$0.00	#####	0
6	400003								
6	Total					\$138.12			
7	400004	1/21/2004 15:42	CG: CITGO PETROLEUM CORP	UNLD: UNLEADED	13.5	\$18.00	\$0.00	#####	0
8	400004	2/11/2004 7:51	CG: CITGO PETROLEUM CORP	UNLD: UNLEADED	26	\$34.50	\$0.00	#####	0
9	400004	2/17/2004 12:31	CG: CITGO PETROLEUM CORP	UNLD: UNLEADED	17.7	\$23.53	\$0.00	#####	0
10	400004	2/21/2004 14:14	CG: CITGO PETROLEUM CORP	UNLD: UNLEADED	16.7	\$22.35	\$0.00	#####	0
11	400004	3/2/2004 21:19	CG: CITGO PETROLEUM CORP	UNLD: UNLEADED	21.2	\$29.39	\$0.00	#####	0
12	400004	3/3/2004 15:01	CG: CITGO PETROLEUM CORP	UNLD: UNLEADED	19.4	\$27.00	\$0.00	#####	0
13	400004	3/6/2004 9:54	CG: CITGO PETROLEUM CORP	UNLD: UNLEADED	21.7	\$30.74	\$0.00	#####	0
14	400004	3/7/2004 13:32	CG: CITGO PETROLEUM CORP	UNLD: UNLEADED	14.6	\$20.75	\$0.00	#####	0
15	400004	3/11/2004 18:20	CG: CITGO PETROLEUM CORP	UNLD: UNLEADED	20.3	\$31.06	\$2.70	#####	0
16	400004	3/13/2004 10:07	CG: CITGO PETROLEUM CORP	UNLD: UNLEADED	25.4	\$37.00	\$0.00	#####	0
17	400004	3/13/2004 15:22	CG: CITGO PETROLEUM CORP	DISL: DIESEL	19.8	\$27.83	\$0.00	#####	0
18	400004	3/15/2004 9:03	CG: CITGO PETROLEUM CORP	UNLD: UNLEADED	27.1	\$39.49	\$0.00	#####	0
19	400004	3/17/2004 14:46	CG: CITGO PETROLEUM CORP	UNLD: UNLEADED	22.3	\$32.58	\$0.00	#####	0
20	400004	3/20/2004 13:49	CG: CITGO PETROLEUM CORP	UNLD: UNLEADED	30.2	\$44.00	\$0.00	#####	0
21	400004	3/21/2004 15:12	CG: CITGO PETROLEUM CORP	UNLD: UNLEADED	15.4	\$22.52	\$0.00	#####	0
22	400004	3/25/2004 14:30	CG: CITGO PETROLEUM CORP	UNLD: UNLEADED	21	\$30.65	\$0.00	#####	0
23	400004	3/26/2004 18:08	CG: CITGO PETROLEUM CORP	UNLD: UNLEADED	15.5	\$24.92	\$2.11	#####	0
24	400004	3/29/2004 14:46	CG: CITGO PETROLEUM CORP	UNLD: UNLEADED	16.5	\$24.00	\$0.00	#####	0
25	400004	4/3/2004 12:48	CG: CITGO PETROLEUM CORP	UNLD: UNLEADED	10.2	\$15.06	\$0.00	#####	0
26	400004	4/6/2004 6:17	CG: CITGO PETROLEUM CORP	SUPR: SUPER UNLEADED	25.9	\$50.00	\$0.00	#####	0
27	400004	4/6/2004 13:50	CG: CITGO PETROLEUM CORP	UNLD: UNLEADED	6	\$9.00	\$0.00	#####	0
28	400004	4/10/2004 14:46	CG: CITGO PETROLEUM CORP	UNLD: UNLEADED	15.9	\$25.13	\$2.15	#####	0
29	400004	4/10/2004 17:10	CG: CITGO PETROLEUM CORP	SUPR: SUPER UNLEADED	20.6	\$39.92	\$0.00	#####	0

Figure 18: Sample Transaction Details Summary

By reviewing the transactions for your account you are able to see when, where, what is being purchased on the Fleet Cards. You can educate the Card User on the appropriate use of the Fleet Card and consider additional restrictions such as: Prompts, by which the card user would have to enter the odometer at the time of purchase, or enter a PIN number.

6.4 Reporting

Any documentation provided to the Navy Criminal Investigative Service (NCIS) or to the Department of Defense Inspector General (DoDIG) for further investigation must also be provided up the hierarchy chain of command and to the DON Consolidated Card Program Management Division.

Screening shall be performed for all premium fuel purchases and merchant codes indicated as 'miscellaneous' and 'food products' or others that do not look legitimate.

6.5 Reviews

6.5.1 Standard Operating Procedure Delinquencies (non-fuel)

You should review all of your card transactions on a monthly basis as part of delinquency management for your accounts. Identify cards that are purchasing non-fuel items, as these are the

***Navy Fleet Card Program
Agency Program Coordinator (APC) Desk Guide***

purchases that get billed directly to the customer and not split-billed. Ensuring accuracy of your billing information with the bank is another method to prevent delinquency. Any changes to your account must be reported to Voyager Client Services at voyagerfederal@usbank.com.

Delinquency Procedures

- Every month, the CPM emails each applicable Major Command's APC HL4 their list of delinquent accounts, along with instructions to research the delinquency and assist with payment resolution. Focus is on delinquencies that are in the 90 day and over categories. The APC HL4 has the option to push this requirement down their hierarchy chain for resolution by the APC at HL5 (if applicable) or HL6.
- Feedback from the HL4 APC is due to the CPM no later than the 15th of the following month. Required feedback includes:
 - Date of contact with activity
 - Who was contacted and their phone number
 - Action taken
 - Reason payment wasn't made
 - Date payment was made, or estimated* date if not yet paid

* Follow up with the CPM after payment is made
- This feedback is then incorporated into the applicable delinquency report in the newly added column for APC comments/resolution.

6.5.2 Standard Operating Procedure Infrequently Used Cards

A report generated by our office will identify cards that haven't been used in the last 6 months. These cards will be closed unless you provide documentation as to why they should remain open. Our office will conduct semi-annual reviews in April and October of each year.

Many accounts are set up to have one card assigned per vehicle, resulting in some cards being rarely used. For this reason, the Navy's Fleet Card policy on Infrequently Used Cards differs from the Navy's Purchase and Travel Card programs.

Infrequently Used Cards Procedures

- If any accounts have been identified for non-use, the CPM makes a call and/or sends an email to the HL4 APC to question the need for the account. The DON Consolidated Card Program Management Division will recommend a six-month suspension of the account.
- The HL4 APC researches the validity of the account and denies or concurs with the recommendation to suspend. The HL4 APC must give valid reasons for an account to remain open.
- If the HL4 APC recommends suspension, the DON Consolidated Card Program Management Division will contact US Bank to suspend the account.

***Navy Fleet Card Program
Agency Program Coordinator (APC) Desk Guide***

- If there is no request to re-activate the account during the following six-month period, the account will be closed.

6.5.3 Spend Limits

A report generated by our office will identify cards on your account and each of their monthly spending limits. This semi-annual review report will be sent to the HL4 APC and the Primary POCs (Activity APCs) in April and October of each year. This report will identify: account number, card ID, current monthly spend limit, current daily swipes, and the proposed monthly spend limit. It is the proposed monthly spend limit that needs to be reviewed for each card. The proposed limits are what each card will be lowered to (if necessary) to prevent high credit exposure on cards established with excessive limits. Our proposed limits will be processed unless we hear otherwise from you.

Below is a sample of what the report will look like (Figure 19). You will need to modify the “Purch_Limit_Amt” and the “Purch_Limit_Cnt” to meet your mission requirements.

ACCT_ID	CARD_ID_NUM	PURCH_LIMIT_AMT	PURCH_LIMIT_CNT	PURCH_LIM_AMT_TYPE	PURCH_LIM_CNT_TYPE
xxxx00027	400001	500	3	H	S
xxxx00027	400002	500	3	H	S
xxxx00035	400023	500	3	H	S
xxxx00035	400024	500	3	H	S
xxxx00035	400025	500	3	H	S
xxxx00605	400001	100	3	H	S
xxxx00605	400002	1000	3	H	S
xxxx00605	400003	100	3	H	S
xxxx00696	400001	2000	3	H	S
xxxx00696	400002	2000	3	H	S
xxxx00696	400004	1500	3	H	S
xxxx00696	400005	2000	3	H	S
xxxx00696	400006	2000	3	H	S
xxxx00696	400007	3000	3	H	S
xxxx00696	400008	100	3	H	S
xxxx00696	400009	300	3	H	S

Figure 19: Sample Spend Limit Report

*Navy Fleet Card Program
Agency Program Coordinator (APC) Desk Guide*

7. Customer Support

7.1 Component Program Management Office

Role	Phone	DSN	Email
Project Officer	717-605-9371	430-9371	Fleet_Card@navsup.navy.mil
Hierarchy/Delinquency/Infrequent Use	717-605-5928	430-5928	Fleet_Card@navsup.navy.mil
Metrics/Audits	717-605-3033	430-3033	Fleet_Card@navsup.navy.mil
Policy/Fraud/Span of Control	717-605-9333	430-9333	Fleet_Card@navsup.navy.mil
Spend Limits/Training/Web content	717-605-9367	430-9367	Fleet_Card@navsup.navy.mil

7.2 US Bank

Role	Phone	Email
Voyager Client Services	888-785-1735	voyagerfederal@usbank.com
Fleet Visa (OCONUS) Assistance	800-227-6736	

7.3 Defense Energy Support Center

Role	Phone	DSN	Email
FES assistance	800-446-4950	697-6733	helpdesk@desc.dla.mil